

## Job Description / Position Profile

<b>Title</b>	<b>Patient Safety/Quality Coordinator</b>
<b>Status</b>	Hourly, Non-Exempt
<b>Reports to</b>	Vice President Patient Safety
<b>Organization</b>	Minnesota Hospital Association (MHA)
<b>Office Hours</b>	Generally Monday – Friday, 8am-5pm with some flexibility on start and end time with an unpaid 1-hour lunch break. Additional hours as necessary to complete job requirements.
<b>Prepared Date</b>	2011
<b>Position Purpose</b>	The Patient Safety/Quality Coordinator will provide routine administrative support for the patient safety department for the MHA Partnerships for Patients Contract. The coordinator assists with education program preparation and implementation, member relations services, development of education and communications materials, meeting coordination, conference call and webinar coordination, as well as tracking participation of members and data.
<b>Supervisory Responsibilities</b>	None
<b>Essential Duties and Responsibilities</b>	<p>Requires extensive interaction with members tracking their individual participation and needs. Fields member inquiries and connects member with proper resource information or staff.</p> <p>Interacts with staff in patient safety, education, communication, and data departments to provide and obtain both routine and non-routine information as needed.</p> <p>Interacts with speakers, subcontractors and consultants to assist with project and compiling educational materials, and project updates/reports.</p> <p>Essential functions include but are not limited to the following:</p> <ul style="list-style-type: none"><li>• Maintains MHA Partnerships for Patients (P4P) Hospital Engagement Contract (HEC) participant database of contact information, emails, user names and pass codes.</li><li>• Increases and tracks member participation and creates monthly participation reports of which hospitals participate in activities, attendance with in person trainings, advisory meetings, webinars, and conference calls. Tracking will also include quarterly reports of participant baseline and progress measures for each of the HEC topics.</li><li>• Creates data reports and analyses for identified Hospital Acquired Conditions (HAC) process and outcome measures.</li><li>• Supports division by assisting staff, communicating with members, scheduling and setting up meetings, and assisting with other duties as assigned.</li><li>• Develops and disseminates routine correspondence, including upcoming events, letters, meeting packets, agendas, minutes, reports, charts, maps, overhead presentations, and</li></ul>

other P4P HEC communications.

- Coordinate all details of educational conference calls , webinars, and list servs.
- Be liaison to education department to assist with planning regional and in-person education sessions.
- Coordinate handouts and audio-visual equipment requests from speakers.
- Provide assistance at major conferences, including on-site meeting coordination, as needed, for education programs.
- Assist with maintaining calendar of events, including on-line.
- Provides administrative support to Patient Safety/Quality Manager and Patient Safety/Quality Specialist and other safety department staff for the P4P HEC.
- Other duties and tasks as requested.

**Requirements**

*The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Education and Experience**

- Knowledge and experience of patient safety in health care.
- High school graduate, plus 2 years technical or business school.
- 3 - 5 years of experience in administrative support position in customer service, education, or meeting planning in health care field.

**Knowledge, Skills and Abilities**

- Ability to use all Microsoft Office software and have in-depth knowledge of Word, Access, Excel, and PowerPoint.
- Ability to type 55 wpm with a high degree of accuracy.
- Must be organized, analytical, and efficient with strong writing and verbal communications skills.
- Must have strong customer service skills for both internal and external customers.
- Ability to set priorities and handle multiple, sometime competing, tasks and projects.
- Ability to work independently with little supervision.
- Good problem-solving skills and the ability to make independent decisions.
- Knowledge of hospital and health care systems and legislative process is helpful.

**Work Environment**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Physical Demands**

Normal office environment with pressure of deadlines.  
The noise level in the environment is moderate.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to sit, talk and hear. The employee is frequently required to stand, walk, reach with hands and arms, and use hands to finger, handle, or feel. The employee is occasionally required to lift up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Please see the attached physical and mental capacity analysis for further details on physical, mental and productivity capacity requirements.

*This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other related duties as may be required by their supervisor.*

**Additional Information**

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**Review/Acknowledgement:**

Employee: \_\_\_\_\_ (Signature) \_\_\_\_\_ (Date)

**Approval:**

I have reviewed the contents of this position information for accuracy and thoroughness. I have reviewed the contents of this job description with the above employee.

Immediate Supervisor: \_\_\_\_\_ (Signature) \_\_\_\_\_ (Date)

Division Manager: \_\_\_\_\_ (Signature) \_\_\_\_\_ (Date)

**COMMUNICATION SKILLS**

	Purpose of Contact					
	No Contact	Provide/Obtain Routine Information	Provide/Obtain Nonroutine Information	Exchange Complex/Technical Information	Advise/Assist Others on Difficult Problems	Persuade/Negotiate
<b><u>INTERNAL CONTACTS</u></b>						
Subordinates in work unit	( X )	( )	( )	( )	( )	( )
Subordinates in other depts.	( X )	( )	( )	( )	( )	( )
Peers in work unit	( )	( X )	( X )	( X )	( X )	( )
Peers in other depts.	( )	( X )	( X )	( X )	( X )	( )
Senior Management in work unit	( )	( X )	( X )	( )	( )	( )
Senior Management in other depts.	( )	( X )	( X )	( )	( )	( )
Executive/Top management in work unit	( X )	( )	( )	( )	( )	( )
Executive/Top management in other depts.	( X )	( )	( )	( )	( )	( )
<b><u>EXTERNAL DEPARTMENTS</u></b>						
Media	( )	( X )	( X )	( )	( )	( )
Customers	( )	( X )	( X )	( X )	( X )	( X )
General Public	( )	( X )	( X )	( )	( )	( )
Governmental Agencies	( )	( X )	( X )	( X )	( X )	( X )
Vendors/ Suppliers	( )	( X )	( X )	( )	( )	( )
Other (specify)	( )	( )	( )	( )	( )	( )
Other (specify)	( )	( )	( )	( )	( )	( )